

Task Order 53

OCTS 2.0 Operations and Support

OCTS 2.0 Monthly SLA Metrics Report **Deliverable 53.1.3a**

Period Ending: 1/31/01 (includes months of Dec. and Jan.)



OMBUDSMAN MANAGEMENT

Deliverable 53.1.3a

Executive Summary

Period Ending 1/31/01

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
3.0	Response Time - High	90%	100%	4
3.1	Response Time - Medium	90%	100%	1
3.2	Response Time - Low	90%	100%	2
	Resolution Times			
3.3	Resolution Time - High (Complex)	90%		
3.4	Resolution Time -Medium (Complex)	90%		
3.5	Resolution Time - High (Content)	90%		
3.6	Resolution Time -Medium (Content)	90%		
3.7	Resolution Time - High (Simple)	90%	100%	4
3.8	Resolution Time -Medium (Simple)	90%	100%	1
3.9	Resolution Time -Low (Simple)	90%	100%	2
	Other Service Metrics			
3.10	Service Reporting Delivery	7		
3.11	Resolution Quality	90%		
3.12	Help Desk Accuracy	90%	100%	7
	Help Desk Metric			
3.13	Request Volume	100	7	7

Monthly Highlights

- 1) This month's metrics combines December 2000 and January 2001 Metrics
- 2) This is the first month(s) for reporting metrics on Ombudsman
- 3) Most requests were adhoc questions regarding functionality or requests for related documentation.
- 4) Iowa users' email functionality was restored by copying latest configuration files to their machines.

(Please see Appendix A for detailed explanations of each metric)

